
Report to: Audit and Scrutiny Committee

Date of Meeting: 11th June 2025

Subject: Scottish Housing Regulator Annual Return of the Charter (ARC)

Report by: Strategic Director (Place and Economy)

1.0 Purpose

1.1 This report provides information to the Committee on The Annual Return of Charter (ARC) submitted to the Scottish Housing Regulator (SHR) on 31st May 2026 (Appendix 1). The purpose of this report is to allow Housing Service performance to be scrutinised in a meaningful way.

2.0 Recommendations

2.1 It is recommended that:

2.2 Committee note, comment on and challenge the report as appropriate.

3.0 Considerations

3.1 Reporting on performance against the Charter is undertaken via the ARC, which all social landlords are required to return annually by 31st May. This return is submitted to the SHR who monitor landlord performance against the Charter.

3.2 Appendix 1 provides the full ARC submission for 2025/26, a further document has been produced to show comparative year on year performance from 2020/21 to 2025/26 (Appendix 2) within key areas of Housing Service delivery.

3.3 As reported last year, SHR made several changes to the existing indicators, including the introduction of a number of new measures relating to long-term voids, as well as additional indicators focused on tenant and resident safety. These are set out in Section 4.

3.4 The service continues to hold monthly Housing Performance Meetings, where a detailed review of a specific area of housing is undertaken. These meetings are attended by Councillors and representatives from Tenant and Resident Groups, providing an opportunity for regular scrutiny of performance. They also enable the service to share actions being taken to maintain and improve performance, as well as to enhance the overall quality of service delivery.

- 3.5 Energy Efficiency Standard for Social Housing (ESSH) Review Group met in March 2026, it was noted that the UK Government has delayed its Energy Performance Certificate (EPC) reform plans until the second half of 2027. As a result, the current proposals, which had been expected to come into force in October 2026, are no longer achievable. It is anticipated that revised regulations, expected in September 2026, will confirm a new implementation date in 2027.
- 3.6 In addition, progress on the Social Housing Net Zero Standard (SHNZS) has been paused. There remains an intention to progress the standard over the next 12 months; however, this will require reconsideration of certain elements. Further clarity and guidance are expected during 2026, and the service will continue to monitor developments and prepare for implementation.
- 3.7 During 2025/26, a number of Housing and Property Services policies were reviewed, updated, and developed to ensure they remain relevant, responsive to the needs of the Housing Service and Council tenants, and compliant with all legislative requirements. The policies approved at Council meetings were:
- Asset Disposal Policy
 - Current and Former Arrears Policy
 - Damp and Mould Policy
 - Open Space and Estate Management Policy
 - Garden Structure Permissions Policy
 - Housing Repairs Policy
 - Missing Shares Policy
 - Property Acquisition Policy
 - Rechargeable Repairs Policy
 - Westhaugh Pitch Allocations Policy
- 3.8 The stock condition survey has been progressed with approximately 750 properties included. By the time this report is published, tenants whose homes have been selected for survey will have been notified and surveys are expected to have commenced. The outcomes from this work will provide an updated and robust evidence base on the condition of the housing stock, which will directly inform the future Housing Revenue Account (HRA) Business Plan and support the development of the Housing Asset Management Strategy.
- 3.9 In January 2026, the service appointed a new Tenant Participation (TP) Officer. Over the course of the past few months the Officer has strengthened engagement with tenants and is supporting the delivery of participation priorities. To further enhance this work, the Tenant Information Service (TIS) was commissioned to assist in refreshing and revitalising the Tenant Participation Action Plan. This includes supporting the establishment of a new Scrutiny Panel and working closely with Registered Tenant Organisations to help develop their governance, processes and effectiveness. This programme of work aims to build capacity, improve tenant influence in decision-making and ensure meaningful engagement across the service.
- 3.10 In line with the expectations of the Scottish Social Housing Charter and the Scottish Housing Regulator, the Council will produce and publish an Annual Performance Report to Tenants setting out its performance against Charter outcomes. This report will include comparison with the Council's performance in previous years, as well as benchmarking against the Scottish average once

this is published by the Regulator in August each year. Development of the report will commence in advance of publication, and we will work in collaboration with tenants to shape its content and presentation, ensuring that the information provided is meaningful, accessible and delivered in a format that best meets tenants' needs. The final report will be published no later than 31st October.

- 3.11 Housing and Property staff have recently participated in a Value Based Leadership session, providing an opportunity to reflect on leadership behaviours, decision-making and how services are delivered to tenants. Building on this, there are plans to extend the approach to all Housing and Property staff through a larger facilitated session. This will bring teams together to share learning, explore challenges within the wider system, and identify where improvements can be made. By encouraging open discussion and collective problem-solving, the aim is to strengthen collaboration, address issues and ultimately drive better outcomes for our tenants.

4.0 Key performance in Housing

Indicators introduced May 2025

- 4.1 Indicator C9 relates to long-term voids. At year end, there were 146 self-contained properties recorded as void, of which 40 had been void for more than six months. The majority of these longer-term voids are attributable to properties undergoing major or structural works, which impacts on the time required to bring them back into use.
- 4.2 Indicator 29 relates to electrical safety and requires the service to report instances where Electrical Installation Condition Reports (EICRs) were not completed within the required five-year timeframe. For 2025/26, this figure was 8 these were all due to tenants not allowing access to complete testing.
- 4.3 Indicator 30 relates to first safety. The number of homes lacking satisfactory smoke and heat alarms for 2025/26 was 6, as mentioned in section 4.2 these were all due to tenants not allowing access and are now on the forced access list.
- 4.4 Finally, three damp and mould indicators were added (indicators 31, 32 and 33). The average time to resolve damp and mould cases was 191.26 working days. The percentage of resolved cases re-opened was 0.83%. At year end the number of case open was 247.
- 4.5 The service continues to monitor developments in relation to Awaab's Law and the associated changes to regulatory expectations in Scotland, particularly around the timely management of damp, mould and other hazards. These changes are expected to strengthen reporting requirements and place greater emphasis on clear timescales for investigation and remediation. In response, the service is reviewing and updating its processes, including reporting arrangements, case management, and escalation procedures, to ensure compliance and to support a proactive, tenant-focused approach to health and safety.

4.6 The indicators in this section are based on data derived from the three-yearly tenant survey (sample of 900 tenants). The most recent survey was carried out in May 2026, with the previous results first reported in the ARC 2022/23. Arrangements will be made for Research Resource to present the outcomes of the 2026 survey, following which the service will undertake a detailed review to identify areas of strong performance as well as opportunities for improvement. The findings will help inform future service planning and performance management.

4.7 The headline figures for various indicators gathered during the survey process are set out in Table 1 below, alongside the results from 2023.

4.8 Table 1

Indicator		2025/26	2024/25
Indicator 1	Percentage of tenants satisfied with the overall service provided by landlord	93.22%	92.69%
Indicator 2	Percentage of tenants who feel landlord is good at keeping them informed about their services and decisions	95.67%	96.95%
Indicator 5	Percentage of tenants satisfied with the opportunities to participate in landlords decision making process	98.56%	98.47%
Indicator 7	Percentage of tenants satisfied with the quality of their home	91.56%	92.58%
Indicator 12	Percentage of tenants who have had repairs (in last 12 months) how satisfied they were	93.63%	91.56%

Access to Housing and Support

4.9 Our average number of calendar days taken to re-let void properties in 2025/26 was 53.60 days compared to 57.54 days in 2024/25. The total number of lets for the year was 310 (down from 370 in 2024/25), this includes all properties that were re-let in the year and 21 properties that were bought back from the open market.

4.10 The service has seen an improvement in void turnaround times however, challenges remain, largely due to an increased number of void properties requiring more extensive refurbishment works. Gaps in internal trades capacity have also necessitated the use of external contractor support to supplement the Council workforce and maintain progress. To address this, work has been undertaken to review and improve the voids end-to-end process, including detailed process mapping to identify and remove barriers and eliminate waste within the system. This is expected to support further reductions in overall turnaround times. In addition, the service has procured a new multi-trade contractor and appointed two additional joiners to increase in-house capacity.

- 4.11 Void rent loss continues to perform well at 0.84%, remaining below the target of 1%, demonstrating effective management of void properties despite ongoing operational pressures.

Repairs Maintenance and Improvements

- 4.12 Response times for emergency repairs continues to stay well within the 8 hour target, being 3.67 hours. However, this comes at an increased cost for the service, indicating a need to review out-of-hours repairs to ensure best use of resources.
- 4.13 Performance in non-emergency repairs has changed compared to 2023/24, when the average response time was 5.1 days to 11.2 days, which is still within the 20 working days target time. Response times have increased during this period, primarily due to the repairs team investing more time to support the void refurbishment programme to help boost capacity in that area.
- 4.14 Performance has improved significantly in the percentage of repairs completed right first time, increasing from 95.9% in 2024/25 to 99.1% in 2025/26. This improvement should be considered in the context of a revised indicator definition. In previous years, repairs that were not completed within the target timeframe were automatically recorded as not completed right first time. The updated indicator more accurately reflects true first-time fix performance, contributing to the higher reported figure.

Housing Quality and Maintenance

- 4.15 Our percentage compliance with Scottish Housing Quality Standard (SHQS) (indicator 6) has improved from 84.65% to 86.96%. Calculations take in wider factors not previously accounted for in 2023/24.
- 4.16 Further improvement will be supported by a stock condition survey report, alongside a review of planned maintenance programmes and renewable energy schemes, which will help drive improved SHQS performance.
- 4.17 Of 5017 council dwellings, 598 fail to meet SHQS, with a further 19 properties awaiting demolition and 23 properties affected by Reinforced Autoclaved Aerated Concrete (RAAC).

Getting Good Value from Rents and Service Charges

- 4.18 Appendix 2 presents arrears data across three tables, providing further detail on both current and former arrears. There has been a continued reduction in overall arrears this year, decreasing from 7.25% in 2024/25 to 7.04% in 2025/26. As in previous years, this ongoing improvement represents a positive achievement, particularly in the context of rising living costs and increasing pressure on tenants' financial resources. The Tenancy Management Team continues to prioritise rent collection through early intervention, while adopting a person-centred approach that supports engagement and ensures appropriate assistance is in place for tenants who are experiencing difficulty in meeting their rental payments.

- 4.19 In 2025/26 the service utilised the Aberlour Hardship Fund to provide targeted financial assistance to tenants experiencing difficulties with rent arrears. This support has helped to alleviate financial pressure for vulnerable households, enabling tenants to reduce or clear arrears and sustain their tenancies. The fund has been particularly valuable in preventing escalation of debt and reducing the risk of tenancy failure, complementing the wider income maximisation and tenancy sustainment work carried out by the service.
- 4.20 Since the Housing Service established a dedicated team to focus on Former Tenant Arrears (FTAs), there has been a marked improvement in performance in this area. Tenancies end for a variety of reasons, including abandonment, eviction, or death. Where a balance remains on the account, these arrears can be difficult to recover for example, where there is no forwarding address or where a deceased tenant has no estate. Officers will continue to actively pursue debt owed to the Council, and cases deemed to be unrecoverable will be presented to Council in June for approval.
- 4.21 The Service introduced Housing Round-Up sessions in 2025, where staff come together to share information, exchange good practice, and review and refine processes. During the most recent session in March, staff focused on problem-solving and improving processes related to the ending of tenancies. The aim of this work is to ensure that tenants leave properties in good condition and with minimal debt, which is expected to contribute to further reductions in former tenant arrears.
- 4.22 The Rechargeable Repairs Policy was approved by Council in August 2025. Since its implementation, the team responsible for FTA has worked closely with the Repairs Team to establish a streamlined process for issuing invoices within 10 days of repairs being completed. These invoices are processed through the Council's finance system. During 2025/26, over £20,000 of recharge invoices were raised, compared with over £36,000 in 2024/25. It is believed that this reduction reflects increased tenant awareness of the Council's intention to recharge for damage to its properties, which has encouraged more responsible behaviour. The current scope of rechargeable items includes lock changes, damage to front and internal doors and the clearance of internal rooms.

Neighbourhood and Community

- 4.23 The primary role of the Tenancy Management Team is to support tenants in sustaining their tenancies and complying with the conditions of their tenancy agreements. The team works closely with tenants across their designated areas, providing targeted support where needed. The service has adopted a proactive approach to addressing non-engagement and persistent arrears, combining firm action with a supportive, person-centred approach. As a result, the proportion of court actions leading to eviction has decreased from 43.59% in 2024/25 to 34.33%. This suggests that more tenants are taking appropriate steps to adhere to their arrears repayment arrangements. Legal action is the last resort taken and Housing Officers will use every tool to help tenants sustain their tenancies.
- 4.24 As highlighted in last year's Audit and Scrutiny Report, antisocial behaviour (ASB) case closure administration had not always been completed in a timely manner. There has been an increase in the number of ASB cases reported,

rising from 120 in 2024/25 to 142 in 2025/26, with 25 cases carried over from the previous year. The percentage of antisocial behaviour cases resolved within the year was 77.84%, compared to 82.5% in the previous year. This reflects ongoing pressures within the service and highlights the need for continued focus on improving case management and resolution times.

5.0 Sustainability Implications

5.1 The information contained within the ARC demonstrates that housing priorities contribute positively to sustainability.

6.0 Resource Implications

6.1 Financial Details

6.2 Finance have been consulted and have agreed the financial implications as set out in the report. Yes

7.0 Exempt Reports

7.1 Is this report exempt?

Yes (please detail the reasons for exemption below)

No

8.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box)

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all

Our families, children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

9.0 Equalities Impact

Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes

No

10.0 Legality

- 10.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

11.0 Appendices

Appendix 1 - Scottish Housing Regulator Annual Return of Charter 2026
Appendix 2 - Comparative data

12.0 Background Papers

- 12.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).

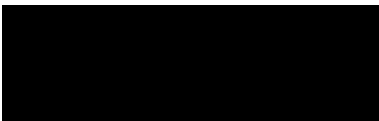
Yes

Scottish Housing Regulator Annual Return of Charter 2025

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Katie Roddie	Team Leader Business Improvement	2688

Approved by

NAME	DESIGNATION	SIGNATURE
Kevin Wells	Strategic Director – Place and Economy	

Landlord name: Clackmannanshire Council

RSL Reg. No.: 1,006

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Approval

A1.1	Date approved	31/05/2026
A1.2	Approver	Katie Roddie
A1.3	Approver job title	Team Leader Business Improvement
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A

Social landlord contextual information

Lets

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	48
C2.2	The number of lets to housing list applicants	71
C2.3	The number of mutual exchanges	38
C2.4	The number of lets from other sources	0
C2.5	The number of lets to homeless applicants	191
C2.6	The number of lets made	348
C2.7	Total number of lets excluding exchanges	310

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

The Housing Service has committed to undertaking a comprehensive review of its Allocations Policy during 2026/27 to ensure it remains compliant with current legislation, reflects local housing need and aligns with strategic priorities. To support this work, we will procure an external consultant with expertise to carry out an evidence based review and lead a structured programme of engagement with tenants, stakeholders and partner organisations. This approach will ensure the revised policy is informed by robust analysis, reflects best practice and is developed through meaningful consultation.

Overall satisfaction

All outcomes

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)		
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	900
1.1.2	the fieldwork dates of the survey	05/2026
	The method(s) of administering the survey:	
1.1.3	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	357
1.2.1	very satisfied	
1.2.2	fairly satisfied	482
1.2.3	neither satisfied nor dissatisfied	53
1.2.4	fairly dissatisfied	4
1.2.5	very dissatisfied	3
1.2.6	no opinion	1
1.2.7	Total	900

Indicator 1	93.22%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

The Housing Service completed its Tenant Satisfaction and Aspirations Survey in May 2026, with a sample of 900 tenants participating. Headline results have been established, with more detailed analysis of supplementary questions underway to better understand the underlying drivers of tenant views and identify opportunities for service improvement. Early findings are encouraging, demonstrating a positive increase in overall satisfaction with Clackmannanshire Council as a landlord. Further work will ensure these insights are fully explored and translated into targeted actions to enhance service delivery.

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	900
	2.2 Of the tenants who answered, how many said that their landlord was:	349
2.2.1	very good at keeping them informed	
2.2.2	fairly good at keeping them informed	512
2.2.3	neither good nor poor at keeping them informed	36
2.2.4	fairly poor at keeping them informed	3
2.2.5	very poor at keeping them informed	0
2.2.6	Total	900

	Indicator 2	95.67%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	900
	5.2 Of the tenants who answered, how many said that they were:	
5.2.1	very satisfied	396
5.2.2	fairly satisfied	491
5.2.3	neither satisfied nor dissatisfied	12
5.2.4	fairly dissatisfied	1
5.2.5	very dissatisfied	0
5.2.6	Total	900

	Indicator 5	98.56%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Tenant satisfaction remains consistent with the previous survey undertaken three years ago in relation to how well tenants feel informed about services and decisions and the opportunities available to them to participate. This reflects the significant activity undertaken in this area, including the appointment of the Tenant Information Service (TIS) to support engagement, as well as a dedicated Tenant Participation Officer who is currently developing a refreshed action plan in partnership with TIS to better meet tenant needs. A new social media platform went live in 2026 called 'Let's Talk Housing' to build stronger tenant engagement. Further improvements are underway, including the establishment of a tenant scrutiny panel and the implementation of a new IT system which will enhance engagement opportunities through the introduction of a tenant portal.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C7)		
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C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2026
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	100.00
C7.3	The date of your next scheduled stock condition survey or assessment	03/2027
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C7.5	Comments on method of assessing SHQS compliance.	

Of 5017 council dwellings, 598 fail to meet SHQS, with a further 19 properties awaiting demolition and 23 properties affected by Reinforced Autoclaved Aerated Concrete (RAAC).

A contractor has been appointed to undertake a comprehensive stock condition survey across the housing portfolio, which reflects the wide variety of property types within the Council's stock. This surveys will begin in June 2026. This work will provide an up-to-date assessment of property condition, support compliance with SHQS and identify any required remedial works. The findings will also play a key role in informing the Housing Service's long term financial and asset management planning, ensuring investment decisions are evidence based and aligned with future service needs.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)

		End of the reporting year	End of the next reporting year
C8.1	Total self-contained stock	5,107	5,117
C8.2	Self-contained stock exempt from SHQS	7	7
C8.3	Self-contained stock in abeyance from SHQS	61	52
C8.4.1	Self-contained stock failing SHQS for one criterion	598	300
C8.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C8.4.3	Total self-contained stock failing SHQS	598	300
C8.5	Stock meeting the SHQS	4,441	4,758

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)		
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	5,107
6.1.2	projected to the end of the next reporting year	5,117
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,441
6.2.2	projected to the end of the next reporting year	4,758

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	86.96%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	92.98%

Percentage of tenants satisfied with the quality of their home (Indicator 7)
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7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	900
	7.2 Of the tenants who answered, how many said that they were:	238
7.2.1	very satisfied	
7.2.2	fairly satisfied	586
7.2.3	neither satisfied nor dissatisfied	66
7.2.4	fairly dissatisfied	9
7.2.5	very dissatisfied	1
7.3	Total	900
Indicator 7		91.56%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)		
8.1	The number of emergency repairs completed in the reporting year	6,747
8.2	The total number of hours taken to complete emergency repairs	24,759
Indicator 8		3.67

Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	7,336
9.2	The total number of working days taken to complete non-emergency repairs	82,491
Indicator 9		11.24

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The total number of reactive repairs completed during the reporting year	7,121
10.2	Of those, number of reactive repairs that were reported again during the reporting year	64
Indicator 10		99.10%

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	314
12.2	Of the tenants who answered, how many said that they were:	191
12.2.1	very satisfied	103
12.2.2	fairly satisfied	12
12.2.3	neither satisfied nor dissatisfied	7
12.2.4	fairly dissatisfied	1
12.2.5	very dissatisfied	314
12.2.6	Total	
Indicator 12		93.63%

Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR? (Indicator 29)

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	8
29.2	Please provide the reason(s) for failing to meet compliance	
<p>There have been challenges in gaining access to a small number of properties to complete EICRs. To address this, the compliance team is working closely with the housing team to coordinate access arrangements and engage with tenants to facilitate entry where required. This collaborative approach will help to gain access and ensure that statutory safety checks are carried out, maintaining compliance and prioritising tenant safety.</p>		

Indicator 29

8

Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end (Indicator 30)

30.1	The number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire'	6
30.2	Please provide the reason(s) for failing to meet compliance	
<p>There have been challenges in gaining access to a small number of properties to ensure the provision of satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire. To address this, the compliance team is working closely with the housing team to coordinate access arrangements and engage with tenants to facilitate entry where required. This collaborative approach will help to gain access and ensure that all necessary fire detection and warning systems are in place, maintaining compliance and prioritising tenant safety.</p>		

Indicator 30	6
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Damp and/or mould

Average length of time taken to resolve cases of damp and/or mould by cause (Indicator 31)		
31.1.1	The number of resolved cases of damp and/or mould caused by condensation	37
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	74
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	10
31.2	Total number of resolved cases of damp and/or mould	121
31.3.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	6,693
31.3.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	14,174
31.3.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	2,275
31.4	Total time taken in working days to resolve cases of damp and/or mould	23,142
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation		180.89
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues		191.54
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues		227.50
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause		191.26

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause
(Indicator 32)

32.1.1	The number of resolved cases of damp and/or mould caused by condensation	37
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	74
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	10
32.1	Total number of resolved cases of damp and/or mould	121
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	1
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	0
32.2.3	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by other issues	0
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	1

Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation	2.70
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues	0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues	0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause	0.83



Number of open cases of damp and/or mould at the year end (Indicator 33)		
33.1	The number of open cases of damp and/or mould at the year end	247
Indicator 33		247

Please use the comment field below to explain to the regulator any notable improvements or deterioration in performance regarding the figures supplied in the “Housing quality and maintenance” section’.

Both emergency and non-emergency repairs have seen an increase in the volume of completed repairs within the reporting year. Performance for emergency repairs remains strong, with average response times of 3.67 hours, well within the 8 hour target. Performance for non-emergency repairs has declined compared to 2024/25, with the average response time increasing from 5.1 days to 11.2 days however this remains within the 20 working day target. The increase in response times reflects a shift in resources, with the repairs team dedicating additional capacity to support the void refurbishment programme.

The percentage of tenants satisfied with repairs and maintenance has improved, as reflected in the recent survey results, representing a positive outcome for the service. To build on this, the service has introduced repairs feedback cards, including QR codes, enabling tenants to provide real time feedback. This approach supports ongoing performance monitoring, allows for timely service improvements where required and helps ensure a more responsive, tenant focused repairs service.

The service is monitoring developments relating to Awaab’s Law and emerging regulatory expectations in Scotland, particularly around the timely management of damp and mould. In response, processes are being reviewed and updated to strengthen reporting, case management and escalation.

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	54	17
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	54	17
Number of complaints responded to in full by the landlord in the reporting year	54	17
Time taken in working days to provide a full response	229	283

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.24
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	16.65

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	900
	13.2 Of the tenants who answered, how many said that they were:	
13.2.1	very satisfied	336
13.2.2	fairly satisfied	514
13.2.3	neither satisfied nor dissatisfied	41
13.2.4	fairly dissatisfied	7
13.2.5	very dissatisfied	2
13.2.6	Total	900
Indicator 13		94.44%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)		
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14.1	The number of cases of anti-social behaviour reported in the last year	142
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	25
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	130
14.4	Total self-contained units	5,107

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	77.84%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	2.8

Abandoned homes (Indicator C3)		
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C3.1	The number of properties abandoned during the reporting year	24
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)		
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20.1	The total number of court actions initiated during the reporting year	67
	20.2 The number of properties recovered:	18
20.2.1	because rent had not been paid	
20.2.2	because of anti-social behaviour	1
20.2.3	for other reasons	4

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	26.87%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	1.49%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	5.97%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	34.33%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Clackmannanshire Council's Housing Estate and Open Space Management Policy was approved on 19th March 2026, establishing a clear framework for how the Housing Service maintains, manages and protects communal areas, landscaped open spaces and garage plots within the Housing Revenue Account. The policy sets expectations for standards, responsibilities and enforcement, supporting well maintained neighbourhoods and enhancing the overall environment for tenants and communities.

Reported ASB cases increased from 120 in 2024/25 to 142 in 2025/26. The proportion resolved within the year fell to 77.84% (from 82.5%). This reflects service pressures and the need to strengthen case management and resolution times.

There has been an improvement in complaints handling, with 100% of responses now issued within timescales. Performance at both stages has improved, including faster response times for Stage 2 complaints, supported by enhanced monitoring arrangements to drive continued improvement.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 16)		
16.1	The total number of lettable self-contained stock	4,895
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	348
Indicator 16		7.11%

Number of households currently waiting for adaptations to their home (Indicator 18)		
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18.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	279
18.2	The number of approved applications completed between the start and end of the reporting year	243
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	36
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18		36
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The average time to complete adaptations (Indicator 19)		
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19.1	The total number of working days taken to complete all adaptations.	12,844
19.2	The total number of adaptations completed during the reporting year.	274

Indicator 19		46.88
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Average length of time to re-let properties in the last year (Indicator 26)		
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26.1	The total number of properties re-let in the reporting year	289
26.2	The total number of calendar days properties were empty	15,491

Indicator 26		53.60
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 15)		
15.1.1	15.1 The number of tenancies which began in the previous reporting year by: existing tenants	40
15.1.2	applicants who were assessed as statutory homeless by the local authority	252
15.1.3	applicants from your organisation's housing list	78
15.1.4	other	0
15.1.5	Total number of tenancies which began in the previous reporting year	370
	The number of tenants at 15.1 who remained in their tenancy for more than a year by:	
15.2.1	existing tenants	39
15.2.2	applicants who were assessed as statutory homeless by the local authority	235
15.2.3	applicants from your organisation's housing list	71
15.2.4	other	0
15.2.5	Total number of tenancies sustained for more than a year	345

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	97.50%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.25%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.03%
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	93.24%

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C9)

C9.1	The number of self-contained properties void at the year end	
C9.1.1	Normal lettable stock	76
C9.1.2	Awaiting demolition/reconfiguration	14
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	50
C9.1.5	Held for decants	1
C9.1.6	Low demand	0
C9.1.7	Other	5
C9.1.8	Total self-contained properties void at the year end	146
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	0
C9.2.2	Awaiting demolition/reconfiguration	14
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	21
C9.2.5	Held for decants	1
C9.2.6	Low demand	0
C9.2.7	Other	4
C9.2.8	Total self-contained properties void for more than six months at the year end	40

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

The average time to re-let void properties improved to 53.6 days in 2025/26, down from 57.5 days in 2024/25, with 310 lets completed during the year, including 21 properties acquired from the open market. While performance has improved, challenges remain due to a higher number of properties requiring extensive refurbishment and capacity pressures within internal trades, necessitating external contractor support. In response, the service has reviewed the end-to-end voids process to remove inefficiencies, alongside procuring a new multi-trade contractor and recruiting additional joiners to increase in-house capacity and support further improvements.

There has been an improvement in tenancy sustainment, particularly for lets to homeless applicants. Changes to the allocations approach now allow applicants to select a single preferred area, helping ensure offers are made in locations where they wish to live and are more likely to settle. This, alongside a more person-centred approach to support where needed, is helping tenants to sustain their tenancies more successfully.

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 22)		
22.1	The total amount of rent collected in the reporting year	£23,276,545
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£23,473,877
Indicator 22		99.16%

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year
(Indicator 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,666,806
23.2	The total rent due for the reporting year	£23,672,773
Indicator 23		7.04%

Average annual management fee per factored property (Indicator 24)		
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24.1	The number of residential properties factored	0
24.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 24		N/A
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Percentage of rent due lost through properties being empty during the last year (Indicator 17)		
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17.1	The total amount of rent due for the reporting year	£23,672,773
17.2	The total amount of rent lost through properties being empty during the reporting year	£198,896
Indicator 17		0.84%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	6.00%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	3,273
C5.2	The value of direct housing cost payments received during the reporting year	£13,363,290

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)		
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C6.1	The total value of former tenant arrears at year end	£1,276,993
C6.2	The total value of former tenant arrears written off at year end	£70,794

Indicator C6		5.54%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)

21.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	900
	21.2 Of the tenants who answered, how many said that their rent represented:	
21.2.1	very good value for money	143
21.2.2	fairly good value for money	645
21.2.3	neither good nor poor value for money	98
21.2.4	fairly poor value for money	13
21.2.5	very poor value for money	1
21.3	Total	900

	Indicator 21	87.56%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)
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25.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	
	25.2 Of the factored owners who answered, how many said that they were:	
25.2.1	very satisfied	
25.2.2	fairly satisfied	
25.2.3	neither satisfied nor dissatisfied	
25.2.4	fairly dissatisfied	
25.2.5	very dissatisfied	
25.3	Total	

Indicator 25	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Gross rent arrears have reduced from 7.25% in 2024/25 to 7.04% in 2025/26, representing a positive outcome despite ongoing cost of living pressures. This reflects the continued focus on early intervention and a person-centred approach by the Tenancy Management Team. Additional support through the Aberlour Hardship Fund has also provided targeted assistance to vulnerable tenants, helping to reduce arrears, prevent escalation of debt and support tenancy sustainment.

Tenant satisfaction with rent representing good value for money has declined in the most recent survey. This may in part reflect the rent restructuring review carried out in 2024/25, with new rent levels introduced in 2025/26. Further analysis is required to better understand the reasons for this change and identify any underlying factors influencing tenant perceptions.

Other customers
Gypsy / Travellers

For those who provide Gypsy/Travellers sites - Average weekly rent per pitch (Indicator 27)		
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27.1	The total number of pitches	0
27.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 27		N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 28)

28.1	How many Gypsy/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
	28.2 Of the Gypsy/Travellers who answered, how many said that they were:	
28.2.1	very satisfied	
28.2.2	fairly satisfied	
28.2.3	neither satisfied nor dissatisfied	
28.2.4	fairly dissatisfied	
28.2.5	very dissatisfied	
28.2.6	Total	

Indicator 28	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

The Gypsy/Traveller site construction programme has progressed well and was nearing completion at the time of reporting, with only minor snagging issues remaining. Work is underway with residents to support their return to the site from June 2026, while the allocation of remaining empty pitches has been completed and successful applicants have been notified.